Optum

Deliver a better pharmacy experience

Medication home delivery isn't just a pharmacy benefit. It's a time saver. A health reinforcer. A savings generator — for members and plan sponsors alike.

Optum Home Delivery transforms the way consumers get their prescription medications. It can and should be easy. And personal.

Optum Home Delivery makes it easy and personal

We do this by advancing three key areas:

Affordability   **Accessibility**   **Advocacy**

Affordability

Medication cost weighs on both consumers and plan sponsors:

1 in 4 consumers say they struggle to afford their medications.[1]

85% of large employers surveyed listed high-cost drugs as the number one or two most concerning pharmacy issues.[2]

We continually add new ways to help members and plan sponsors save on pharmacy costs.

Price transparency – When members use our drug pricing tool, they not only see the price under their benefit but also any savings opportunities, such as home delivery or a lower-cost medication.

Average member savings:
$10–$12 per switch[3]

Average plan sponsor savings:
$30 per switch[4]

Savings alerts – Members get an alert any time we identify a lower-cost option for them to consider and act on.

Payment flexibility – Manufacturer copay cards are accepted at home delivery; and members can choose the easy payment plan to split their 90-day medication supply cost into three smaller payments.

Informed prescribing – When physicians use PreCheck MyScript®, our real-time benefit checker, they see home delivery versus retail pricing — by daily cost and same-unit basis — and can prescribe the lowest-cost medication under their patient's plan.

Accessibility

Home delivery makes it easy for members to get their medication and address any questions or concerns — all while safe and comfortable at home.

Quick processing – With regional pharmacies nationwide, we're able to process and ship more than **98%** of clean orders within two days — with free standard shipping.[5]

Digital tools – In addition to looking up drug prices, members can use our app or website to order and track medication shipments, as well as transfer prescriptions from retail to home delivery. App-based home delivery orders have jumped **40%**.[6]

24/7 pharmacist support – Members can call a pharmacist or schedule a virtual visit any time. Our pharmacists:

Spend **70%** of their time with patients, compared to retail pharmacists' 10%[7,8]

Spend an average of **30 minutes** on scheduled medicine cabinet reviews[9]

Advocacy

When pharmacy tasks are easier for members, so is sticking to their regimen and managing their health.

Auto-refills – Medication adherence is **97.6%** for members who sign up for automatic refills, compared to 84.8% for members who have to initiate refills.[10]

Prescriber partnering – We help avoid medication gaps by coordinating with a member's doctor before a prescription runs out.

Opioid management – Opioid-specific protocols — such as limiting quantities, using warning caps, and requiring e-prescriptions — help promote proper dispensing and reduce risk.

When members win, plan sponsors win

The cost-saving measures, the simplicity, the member focus — home delivery provides all kinds of ways to improve members' pharmacy experience. And in doing so, it can help them manage their health, save money, and appreciate their benefit — all of which helps plan sponsors save, too.

Adherence – In three of the top therapeutic classes, members have **>20%** higher adherence when using 90-day home delivery compared to a 30-day retail supply.[11]

Satisfaction – Our home delivery Net Promoter Score® is **61**, compared to 43 for the drug store/pharmacy industry average.[12]

Lower total cost of care

Adherence matters. Members who took their diabetes medication as prescribed required fewer urgent care visits or medical services, saving at least **$2,000 per year** in medical costs.[13]

It all adds up.

About Optum

We're evolving health care so everyone can have the opportunity to live their healthiest life. Together, for better health.

Talk to your account management team see how home delivery can help you offer members a better pharmacy experience.

References: 1. Kaiser Family Foundation poll. kff.org. 2019. | 2. Business Group on Health. 2020 Large Employers Health Care Strategy and Plan Design Survey. Conducted between May and June 2019. Published January 12, 2020. Accessed February 15, 2021. | 3. Optum Rx. Median savings for members who filled their prescription using Optum Home Delivery rather than retail after using our pricing tool. Based on internal analysis of more than 115,000 claims from January to October 2020 across all lines of business. | 4. Optum Rx. Median savings for plan sponsors for members who filled their prescription using Optum Home Delivery rather than retail after using our pricing tool. Based on internal analysis of more than 115,000 claims from January to October 2020 across all lines of business. | 5. Optum Rx. Internal operational scorecard data for full book of business. 2020. | 6. OptumRx. 2021 digital roadmap: Rx Enterprise Solutions Q1 2021 Prioritization & Planning. | 10. OptumRx. Internal report summarizing consulting pharmacists' time spent with patients. December 2020. | 7. Optum Rx. Internal report summarizing consulting pharmacists' time spent with patients. December 2020. | 8. Gebhart, Fred. Pharmacists Want More Time with Patients. Drug Topics Journal. Volume 163, Issue 3. Published March 18, 2019. Accessed February 12, 2021. | 9. Optum Rx. Internal report summarizing consulting pharmacists' time spent with patients. December 2020. | 10.Optum Rx. Internal data from January 2019 to February 2020. | 11. Optum Rx Clinical Analytics. Medication Adherence among Mail-order Pharmacy Users versus Retail Pharmacy Users study using direct commercial data. January–December 2018. In top therapeutic classes, patients have >20% higher medication adherence when using home delivery compared to 30-day retail. me delivery. | 12. Retently. What is a Good Net Promoter Score? (2022 NPS Benchmark). Published April 18, 2022. Accessed June 20, 2022. Net Promoter, Net Promoter System, Net Promoter Score, and NPS are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc. | 13. Cutler R, Fernandez-Llimos F, Frommer M, et al. Economic impact of medication non-adherence by disease groups: a systematic review. BMJ Open. Published online January 21, 2018. Accessed February 23, 2021.

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